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Examiner: Allan Hoosain  
Group Art Unit: 2645  
Tel No: 703-305-4012  
Fax #: 703-872-9306  
  
FROM: Amy J. Pattillo  
Tel No: 512-402-9820

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Docket No. AUS92001824US1 Serial No. 10/015,380 Atty: AJP

Applicant: BROWN ET AL

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<input checked="" type="checkbox"/> Amendment	<input type="checkbox"/> Notice of Appeal
<input type="checkbox"/> Amendment AF	<input type="checkbox"/> Appeal Brief (3 copies)
<input type="checkbox"/> Ext. of Time	<input type="checkbox"/> Reply Brief
<input type="checkbox"/> IDS Statement	<input type="checkbox"/> Change of Address
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Fees: Amendment \_\_\_\_\_ Notice of Appeal \_\_\_\_\_ Appeal Brief \_\_\_\_\_ Other \_\_\_\_\_

OCT 27 2004

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of Brown et al. Serial No.: 10/015,380 Confirmation Number: 2840 Filed: 12/12/2001 Title: Managing Caller Profiles Across Multiple Hold Queues According to Authenticated Caller Identifiers Atty Docket AUS920010824US1	: Before the Examiner: : Allan Hoosain : Group Art Unit: 2645 : Amy J. Pattillo : P.O. Box 161327 : Austin, Texas 78716
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Mail Stop Box Non-Fee Amendments (PATs)  
COMMISSIONER FOR PATENTS  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

Transmitted herewith is a Reply and Election under 37 CFR § 1.111 in the above-identified Application.

☒ No additional fee is required.  
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	Claims Remaining After Amendment		Highest No. Previously Paid For		Present Extra	Rate	Addit. Fee
Total	27	MINUS	27	=	0	x 18 =	\$ 0
Indep.	3	MINUS	3	=	0	x 84 =	\$ 0
1st Presentation of Multiple Dep. Claim						x 270 =	\$ 0
						TOTAL	\$ 0


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☒ Any additional fees required under 37 CFR 1.16 for the presentation of extra claims.

☒ Any patent application processing fees under 37 CFR 1.17.

Respectfully submitted,

By   
Amy Pattillo  
Registration No. 46,983  
P.O. Box 161327  
Austin, Texas 78716  
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Respectfully submitted,

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Application No. 10/015,380  
Reply to Office Action of September 27, 2004

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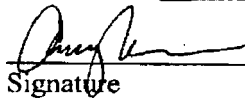
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I hereby certify that this correspondence is being transmitted via facsimile to the United States Patent Office at facsimile number 703-872-9314 and to the attention of Examiner Allan Hoosain on October 27, 2004.

Amy Pattillo

  
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10/27/2004  
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**REPLY AND ELECTION UNDER 37 C.F.R. § 1.111**

Mail Stop Box Non-Fee Amendment (Pats)  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450  
Via Facsimile

Sir:

**A. INTRODUCTORY COMMENTS**

Responsive to the Office Action of September 27, 2004 with a 1 month shortened statutory period for reply, please amend the above-identified application as follows.

Amendments to the Claims begin on page 2.

Arguments begin on page 18.

Docket # AUS920010824US1